



CHARLOTTE.

Charlotte-Mecklenburg Community Relations Fast Facts

The Community Relations Committee formed in 1961 when then-Mayor Stanford R. Brookshire appointed a group of citizens to address race relations. The committee first intervened in a major public controversy when a group of African-American citizens protested discrimination in public facilities.

BUDGET

\$862,365

NUMBER OF EMPLOYEES

12

CUSTOMER SERVICE INFORMATION

NUMBER OF CUSTOMERS

18,000 citizens participate or are impacted by programs and activities

PROGRAMS FOR CUSTOMERS

Fair Housing Investigations

Fair Housing Education & Training

Fair Housing Testing

Public Accommodations Investigations

Community Harmony Activities, such as celebrations for Martin Luther King Jr. events and Police-Community Relations Awards.

Diversity Training, including free training to neighborhood associations, civic organizations, schools and groups.

Police Review Activities

Dispute Settlement Program (Mediation)

Conflict Management

Conflict Resolution Education/Training

ADA Title II Accommodations

ONLINE ENHANCEMENTS FOR CUSTOMERS OR OTHER CONVENIENCES

Citizens can make complaints online at: <http://crc.charmeck.org>.

SERVICES DELIVERED

Community Relations' Dispute Settlement Program provides mediation services to residents and receives 1,200 to 1,500 referrals a year with a 90% resolution rate. The program hears disputes related to Charlotte Housing Authority, juvenile victim-offender mediation, landlord tenant mediation, Medicaid mediation, misdemeanor criminal complaints and truancy, peer mediation program in partnerships with Charlotte-Mecklenburg Schools, police review complaints and appeals, worthless check conciliation, housing discrimination and mediation regarding discrimination in public places.



Corporate Communications & Marketing
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www.charlotteNC.gov



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AWARDS AND RECOGNITION

The City Manager's Strategy Award – 2007

Quad State Fair Housing & Equal Opportunity Award

Human Relations Community Organization Award – 2007

The Love and Forgiveness Campaign Award – 2010

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